



# User Guide

MY UTILITIES ACCOUNT



**City of  
Santa Clara**  
The Center of What's Possible

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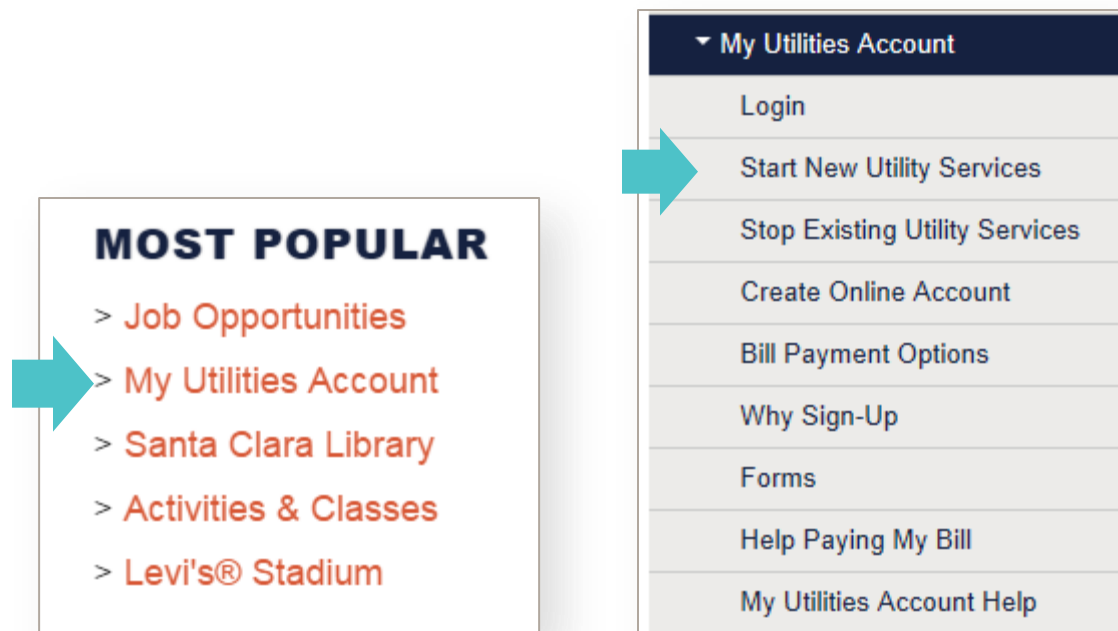
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## Start New Utility Services

Welcome to the City of Santa Clara. We've made it easy for you to start new utility services. If you are moving into Santa Clara and wish to start a new utility service, go to <http://santaclaraca.gov> and click on **My Utilities Account**. Then click on **Start New Utility Services** to sign up.

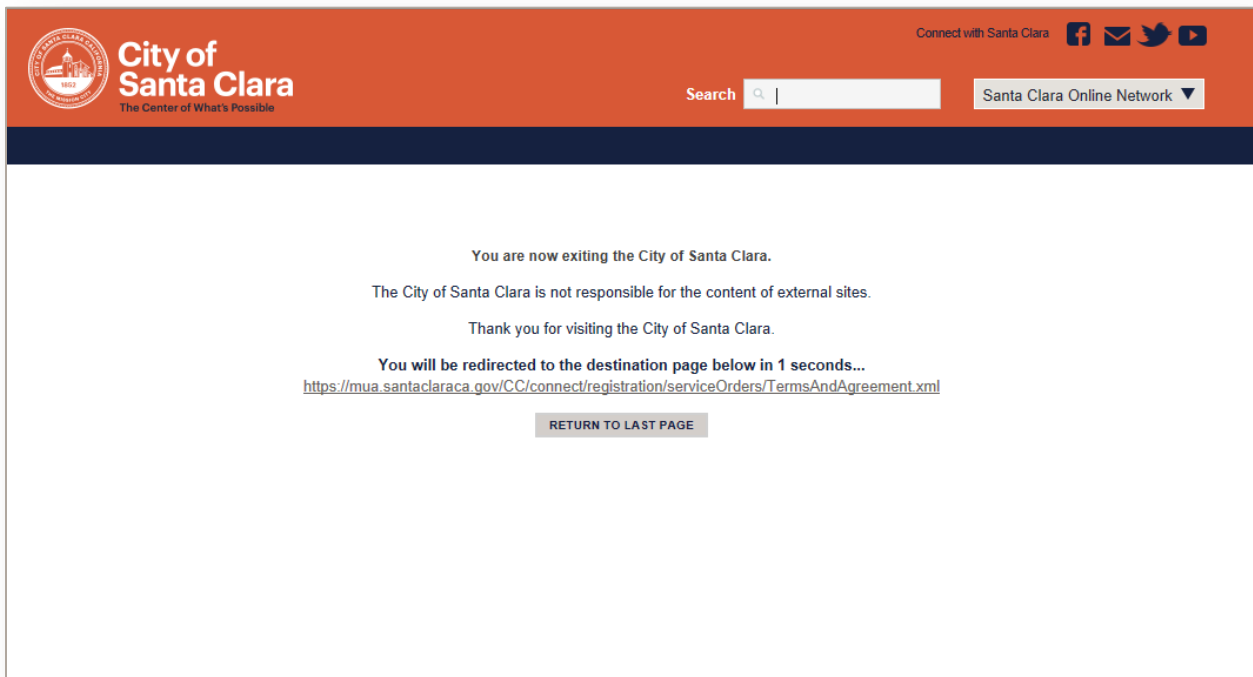


### NOTE

If you currently live in Santa Clara and are moving into another location within Santa Clara, go to **Move Within Santa Clara**.

LOGIN > Service Orders > "Create Order" button > Choose: Move Within Santa Clara

1. Click on the link in the left side navigation bar, Start New Utility Services.
2. In the first paragraph, click on Start New Utility Services link to begin the process.
3. A new screen will appear indicating that you will be redirected to an external website.



## STEP ONE: Complete the User Agreement

1. Move In-Account Type: Choose Residential or Business.
2. Move In-Occupancy Status. Choose Owner or Tenant.
3. Terms: Click “here” to read the Municipal Services Rules and Regulations. Check the box “I agree to the terms” and then click on the Next > button.

**USER AGREEMENT**

*Please note: All fields marked with a red asterisk \* are mandatory*

**\* Move In - Account Type**  
  
☐ Residential  
  
☐ Business

**\* Move In - Occupancy Status**  
  
☐ Owner  
  
☐ Tenant

**\* Terms**  
  
Every Applicant shall be required to establish credit. Please refer to our Municipal Services Rules and Regulations by clicking on the 'Terms and Conditions' link below.  
  
Click [here](#) to read our Terms and Conditions  
  
☐ I agree to the terms

Next >

## STEP TWO: Complete First Page in Move In Registration form.

1. Customer Name: Complete First Name, Last Name fields (Middle Initial is optional).
2. Contact Information: Enter your Home Phone number and Email Address.
3. Where Are You Moving To: Enter Street No., City, State, Zip Code and Move In Date
4. Click on the Next > button.

### MOVE IN REGISTRATION FORM

Welcome to the City of Santa Clara. In order to move into your new address, please complete the form below. Move in requests received after 4:00 PM will be processed on the next business day.  
*Please note: All fields marked with a red asterisk \* are mandatory and must be completed in order for your request to be processed in addition any move order requests received after 4:00 pm will be processed the next business day.*

#### Customer Name

First Name: \*

Last Name: \*

Middle Initial:

#### Where Are You Moving To?

Street Name: \*

Street No: \*

Apt/Unit:

Mod:

City: \*

State/Province: \*

Zip/Postal code: \*

Move in date: \*

#### Contact Information

Home Phone: \*  -  -

Business Phone:  -  -

Email Address: \*

Re-enter Email Address: \*

[Next >](#)



## STEP THREE: Complete Second Page in Move In Registration form.

1. Mailing Address: Check “Same as service address” box if your mailing address is the same as your service address. Otherwise, complete the following fields: Street Name, Street No., City, State, Zip code.
2. Identification 1: Enter your SSN. If you don’t have an SSN, complete the Drivers License and DL State fields.
3. Comments: Add any necessary instructions or additional comments.
4. Click on the Next > button.

MOVE IN REGISTRATION FORM

*Please note: All fields marked with a red asterisk \* are mandatory and must be completed in order for your request to be processed in addition any move order requests received after 4:00 pm will be processed the next business day.*

Mailing Address

Same as service address: ☐

Street Name: \*

Street No: \*

Apt/Unit:

Address Line 2:

PO Box:

City: \*

State/Province: \*

Country: United States ▼

Zip/Postal code: \*

Identification 1

SSN/SIN: \*

Drivers License:

DL State/Prov:

Comments

Please Use The Following Fields For Additional Comments. (I.e. Special Instructions, Or Arrangements)

Next >

## STEP FOUR: If you are a tenant and not the owner, you will be brought to the Tenant Form to complete.

1. Fill in the fields of the Landlord / Property Manager Detail form:  
Company Name, Street address, City, State, Zip Code, and Phone No.
2. Click on the Next > button to continue.

**TENANT FORM**

Welcome to the City of Santa Clara.

For Property Managers and Landlords, please complete the form below. If not applicable, please select Next to continue.

Move in requests received after 4:00 PM will be processed on the next business day.

*Please note: All fields marked with a red asterisk \* are mandatory and must be completed.*

**Landlord / Property Manager Details**

Company Name:

Street 1:

Street 2:

City:

State/Province:

Zip/Postal Code:

Phone No:

Next >

## STEP FIVE: Complete the Choose What's Applicable To Me form.

1. If you have a dog, check the box and provide any additional information in the comments box.
2. Check the gate-related boxes if applicable. Check the garbage container size you'd like.
3. Click on the Next > button to review your move in request.

**CHOOSE WHAT'S APPLICABLE TO ME**

*Please note: All fields marked with a red asterisk \* are mandatory and must be completed.*

---

☐ Check this box if you have a dog (s) and then complete the information below.

Please provide the breed (s), name (s) and temperament of your dog (s)

☐ Check this box if your property is gated or fenced.

☐ Check this box if the fence or gate are locked.

For combination locks, please enter the combination below. For keyed locks a representative will call you.

☐ If you are moving into a single or multi family home, townhouse, or condo, please select a refuse/garbage cart below:

☐ 20 GAL

☐ 32 GAL

☐ 65 GAL

☐ 95 GAL

Next >

## **STEP SIX: Review Registration Summary Page.**

If you should need to edit any of the fields, click on the “EDIT” button. Otherwise, click on the “SUBMIT” button to complete your move in request.

Once you click the “SUBMIT” button, you will be taken to a Confirmation page with all of your transaction details. You will also receive an email confirming your New Utility Services activation.

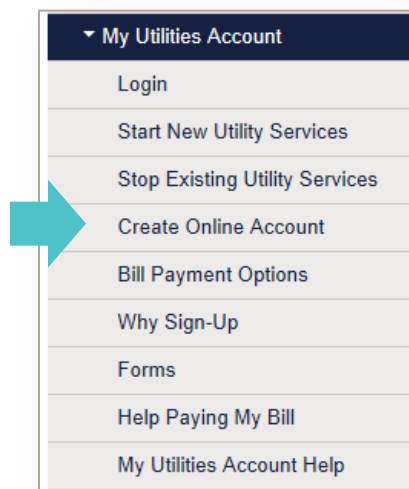
## Create an Online Account

### Why Create An Online Account

Signing up for an online account is free, simple and will save you time. Once you have signed up, you will be able to pay your bill online, check the status of your account day or night, sign-up for paperless billing, view your bill, usage history, and more.

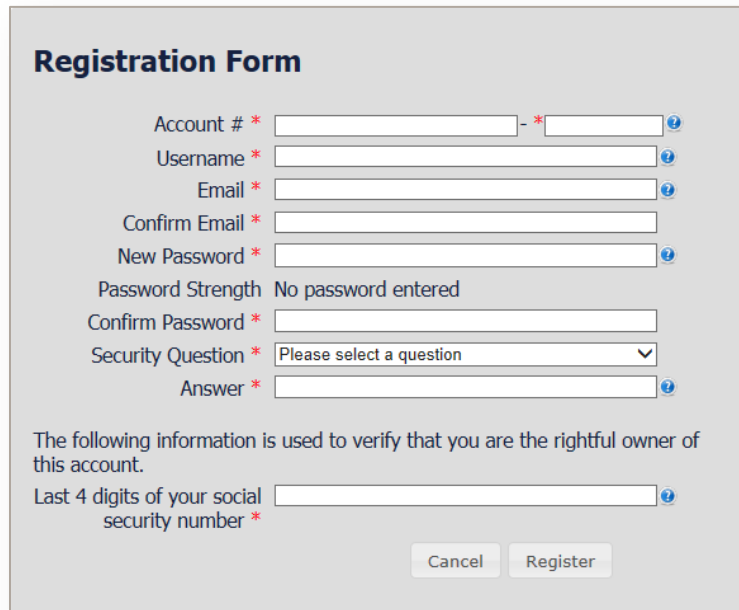
### How to Create An Online Account

1. Go to My Utilities Account Home Page.
2. Click on the link in the left side navigation bar, Create Online Account.



3. A new window will open with the Registration Form.

4. Complete the Registration Form.



The image shows a 'Registration Form' with the following fields and labels:

- Account # \* [input] - \* [input] ⓘ
- Username \* [input] ⓘ
- Email \* [input] ⓘ
- Confirm Email \* [input]
- New Password \* [input] ⓘ
- Password Strength No password entered
- Confirm Password \* [input]
- Security Question \* [Please select a question] ⌵
- Answer \* [input] ⓘ
- The following information is used to verify that you are the rightful owner of this account.
- Last 4 digits of your social security number \* [input] ⓘ

At the bottom of the form are two buttons: 'Cancel' and 'Register'.

**Account #:** When entering your account number, include the zeros at the front of your account number. Ex. 00012345 06

**Username:** This can be a name of your own choosing or your email address.

**Email:** Please enter a valid email address that is not already registered on My Utilities Account.

**Password:** Your password requires a minimum of seven letters and one number.

**Security Question / Answer:** An authentication measure used to protect your account. Your answer does not have to necessarily reflect the question.

**Social Security Number:** Enter the last four numbers of your Social Security Number or Tax ID associated with your utility account.

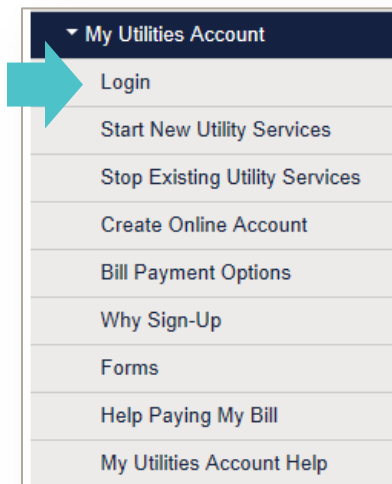
5. Once you have completed all of the fields, click on the Register button. You will then be taken to a webpage with the message:

You have successfully registered for a new online account. You must now activate your account via the email confirmation that was sent to you. Please read that email and follow its instructions.

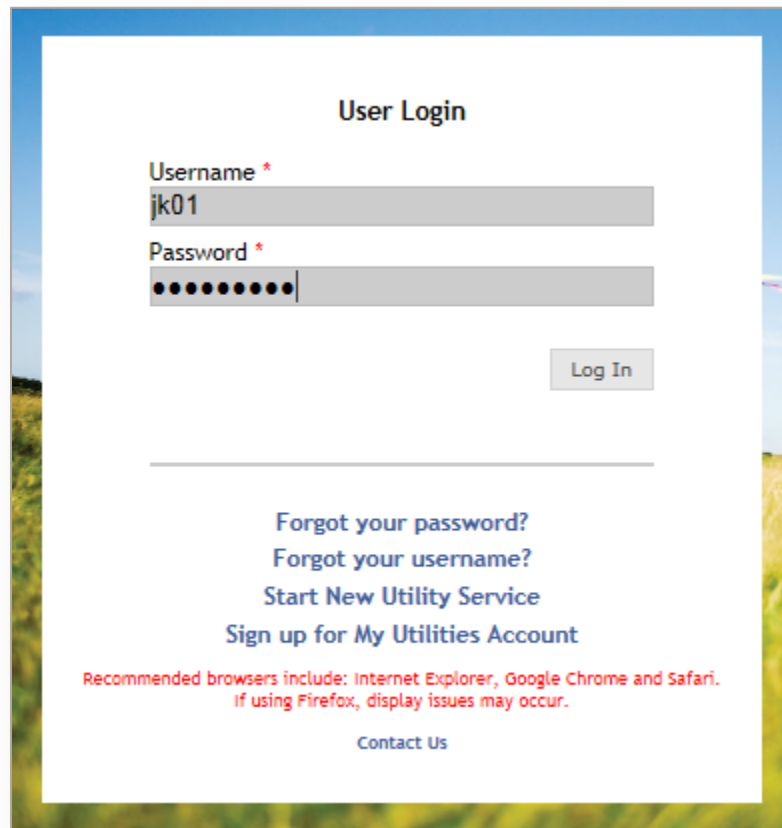
6. Check your email inbox for the email from us. Click on the link in the body of the email to activate your account.

### **If you have not received your activation email . . .**

1. From the My Utilities Account Home Page, click on the Login link.



2. Enter the user login credentials used to create your Online Account and click the Log In button.

A screenshot of a web browser displaying a 'User Login' form. The form is centered on a white background with a blue border. It contains two input fields: 'Username \*' with the text 'jk01' and 'Password \*' with masked characters. A 'Log In' button is positioned to the right of the password field. Below the login fields, there are four links: 'Forgot your password?', 'Forgot your username?', 'Start New Utility Service', and 'Sign up for My Utilities Account'. At the bottom, a red text line states: 'Recommended browsers include: Internet Explorer, Google Chrome and Safari. If using Firefox, display issues may occur.' and a 'Contact Us' link is at the very bottom.

**User Login**

Username \*  
jk01

Password \*  
●●●●●●●●

Log In

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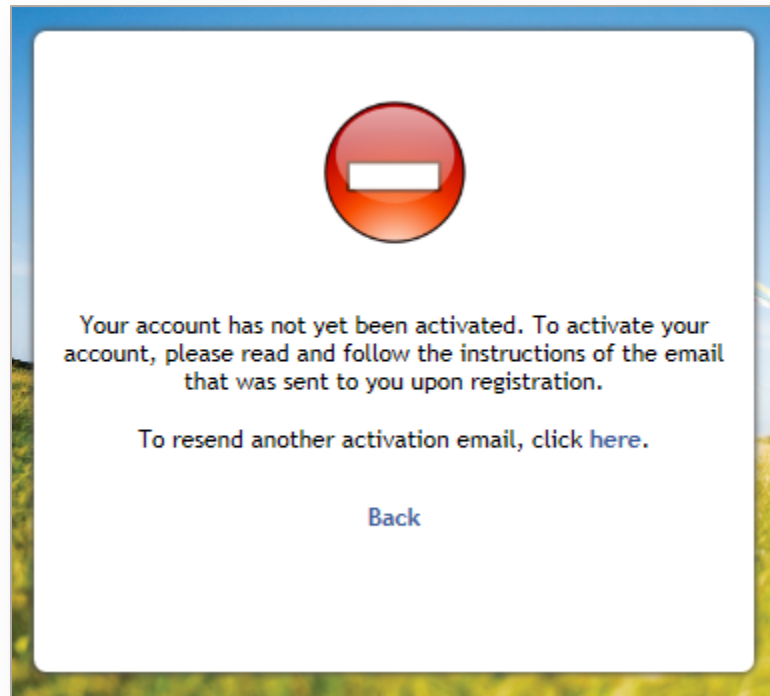
[Forgot your password?](#)  
[Forgot your username?](#)  
[Start New Utility Service](#)  
[Sign up for My Utilities Account](#)

Recommended browsers include: Internet Explorer, Google Chrome and Safari.  
If using Firefox, display issues may occur.

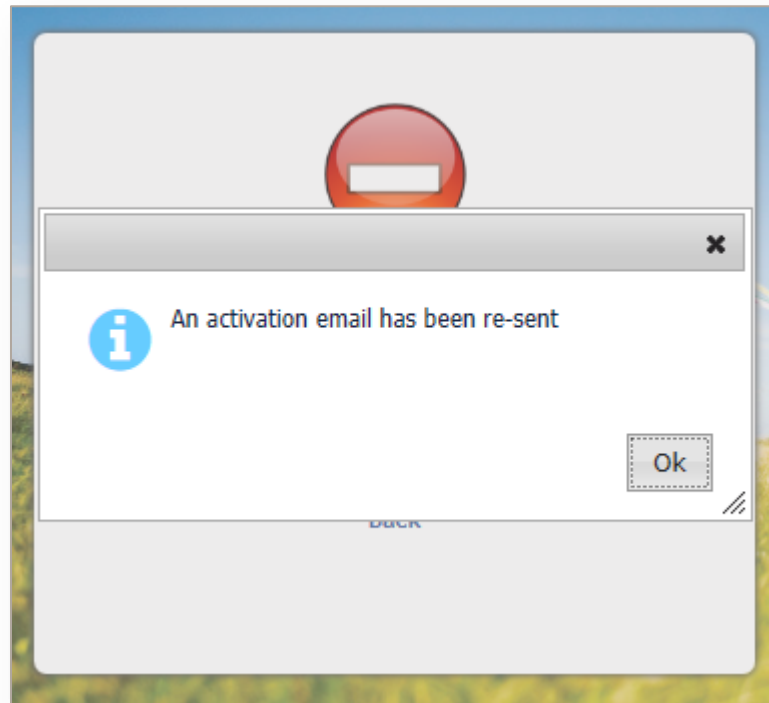
[Contact Us](#)



3. A new screen will appear. Click on “here” link to resend the activation email.



4. A message will appear confirming that the email was re-sent. Check your email account for a new activation email.



## Navigation

We've tried to make it as simple as possible for you to find your way around My Utilities Account. Below are the main areas of navigation.

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### Main Areas of Navigation

#### Account Info

Electric Meter Reading History

Water Meter Reading History

#### Service Orders

Automatic Payment Cancel

Billing Inquiries

Garbage Cart Changes

Green Power Inquiries

Move Within Santa Clara

Other Inquiries

Stop Service

## **Billing**

e-Billing

Balance History

Billing History

Automated Payments

Deposit Information

View Bill

## **Help / More Info**

Bill Inserts

Help FAQ

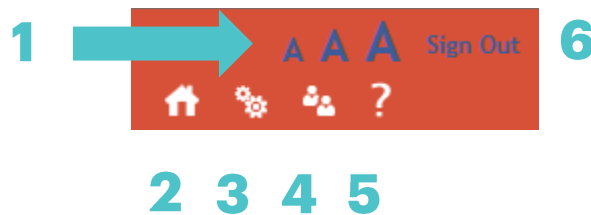
Mission City Scenes

My Utilities Account User Guide

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## Header Navigational Features

In the header at the top of the page are several navigational features. They're located all together making it easier for you to set your preferences.



### 1. Control Font Size

**A** = Increase font size to make text larger

A = Text will be normal size

A = Decrease font size to make text smaller

### 2. Home, Default

You can set which page you want as your default home page in Settings (#3).

### 3. Your Settings

- Select your default home (landing) page
- View your service details

- If you are signed up for automatic bill payment or bank payment, your information will appear here. If you need to update your credit card information, please call us at 408-615-2300.
- Notification Contact Methods: how do you want us to contact you.
- Add a new Account User for another person to have the ability to view account information. However, they will be unable to view or modify any other Account Users.

#### 4. **Linked Accounts**

If you have more than one utility account, you will be able to link additional accounts to your existing My Utilities Account profile.

#### 5. **Help / More Info**

If you have any questions, access our Help FAQ and other useful documents. Bill inserts and Mission City Scenes are also included here.

#### 6. **Logout**

To logout of My Utilities Account, click on the X.

## My Account

To access your User Settings, go to the Header Navigation (top right corner) and click on the “gears” icon. This will take you to the My Account page.



**Online Account**

Username: kbates3

Email: katbates.test2@gmail.com [Update](#)

Security question [Edit](#)

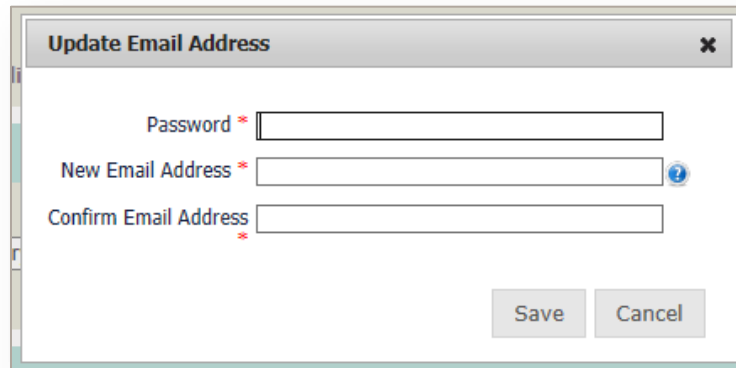
Password: \*\*\*\*\* [Update](#)

[Deactivate Online Account](#)

In the Online Account section, you can update your email address, change your security question, change your password, or deactivate your online account.

### Update Email Address

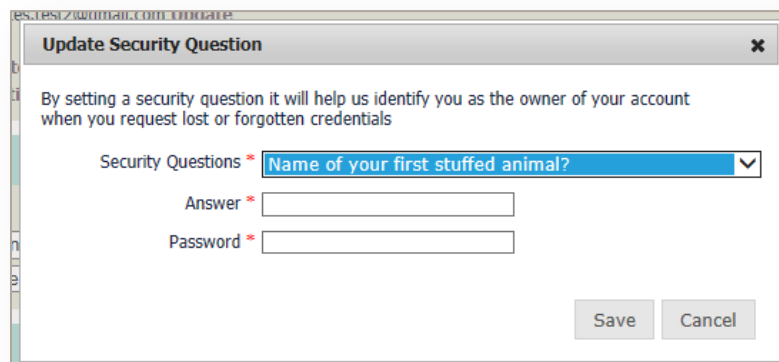
1. Click on the Update link next to Email.
2. Enter your current password, then enter your new email address.
3. Confirm your email address by re-entering your updated email address in the third field, Confirm Email Address.
4. Click on the “Save” button to save your changes.



A dialog box titled "Update Email Address" with a close button (X) in the top right corner. It contains three text input fields: "Password" with a red asterisk, "New Email Address" with a red asterisk and a blue help icon, and "Confirm Email Address" with a red asterisk. At the bottom right are "Save" and "Cancel" buttons.

## Update Your Security Question

1. Click the Edit link.
2. Pick a new question from the list.
3. Supply your answer.
4. Type in your password.
5. Click "Save".



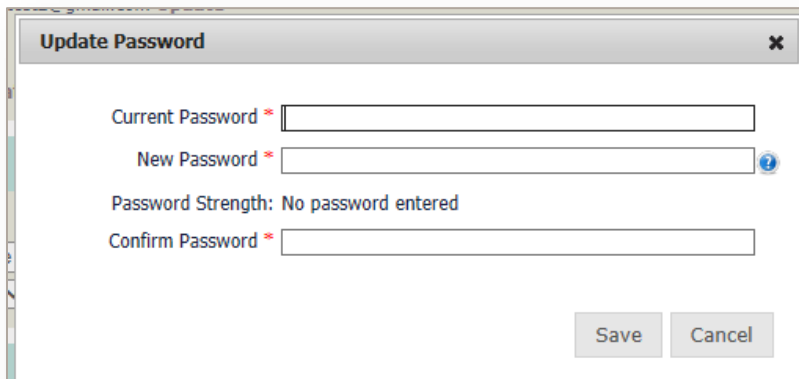
A dialog box titled "Update Security Question" with a close button (X) in the top right corner. It contains a text area with the text: "By setting a security question it will help us identify you as the owner of your account when you request lost or forgotten credentials". Below this is a "Security Questions" dropdown menu with "Name of your first stuffed animal?" selected. Below the dropdown are "Answer" and "Password" text input fields, both with red asterisks. At the bottom right are "Save" and "Cancel" buttons.

## Update Your Password

1. Click the Update link next to Password.



2. Enter your current password.
3. Re-enter your password to confirm you have entered the correct new password.
4. Click “Save”.

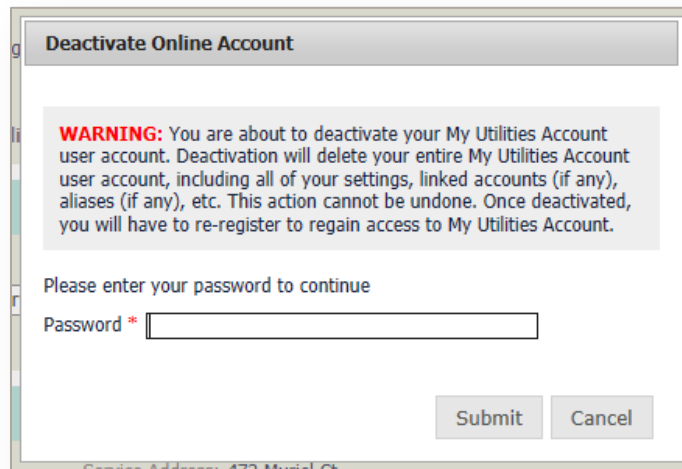


The image shows a software dialog box titled "Update Password" with a close button (X) in the top right corner. Inside the dialog, there are three text input fields, each preceded by a red asterisk (\*). The first field is labeled "Current Password", the second is labeled "New Password" and has a blue question mark icon to its right, and the third is labeled "Confirm Password". Below these fields, the text "Password Strength: No password entered" is displayed. At the bottom right of the dialog, there are two buttons: "Save" and "Cancel".

## Deactivate Your Online Account

**NOTE:** This action cannot be undone.

1. Click the “Deactivate Online Account”
2. Enter your current password.
3. Click Submit.




The screenshot shows a web browser window with a dialog box titled "Deactivate Online Account". The dialog box has a grey header bar with the title. Below the header, there is a warning message in a light grey box: **WARNING:** You are about to deactivate your My Utilities Account user account. Deactivation will delete your entire My Utilities Account user account, including all of your settings, linked accounts (if any), aliases (if any), etc. This action cannot be undone. Once deactivated, you will have to re-register to regain access to My Utilities Account. Below the warning, the text "Please enter your password to continue" is displayed. Underneath, there is a label "Password \*" followed by a text input field. At the bottom right of the dialog box, there are two buttons: "Submit" and "Cancel". At the very bottom of the browser window, a status bar shows the text "Service Address: 472 Muriel Ct."

## View Settings

In the View Settings section, you can choose which page you want as your default landing page. Choose the page from the drop-down list and click the “Update” button in the top right corner of the View Settings section.

You can also choose table or graph as the display preference, for billing history, balance history, and meter reading.

**View Settings**

Current Landing Page: 

Landing Pages: 

Balance History

Default Graph/Table View: 

Table

## Account Information

The Account Information section contains your utility Account Number and your Service Address.

## Service Details

In the Service Details section, you will find a list of your services and the amount due for each of them.

Service Details			
Utility	Bill Code Description	Due Date	Amount
EXCISE TAX (SEWER)		09-01-2015	\$0.00
CLEANUP CAMPAIGN (REFUSE)		09-01-2015	\$4.20
HSE HAZ WASTE (SOLID WASTE)		09-01-2015	\$0.30
ELECTRIC		09-01-2015	\$63.16
GENERAL FUND		09-01-2015	\$0.00
Page 1 of 2			View 1 - 5 of 10

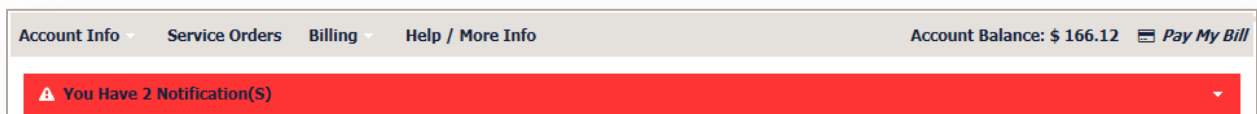
## Notification Settings

In the Notification Settings section, you can enter your preferred method of contact.

1. My web portal account (My Utilities Account)
2. Email and an additional email address
3. Text message and an additional cell phone number

After you've entered your preferences, click "Save" in the top right corner of this section.

When you have notifications, they will appear at the top of the page under the navigation bar.



## Account Users

In the Account Users section, you can add an Account User (Alias). This person will be able to view and export reports, but will be unable to view or modify any other Account Users.

### Adding a New Account User

To add an Account User, click “Add User” in lower corner of this section. Complete the Add User form and click “Save”.

**Username:** This can be a name of your own choosing or your email address.

**Email:** Please enter a valid email address that has not been used before on My Utilities Account. Re-enter the email address in the Confirm Email field.

**Password:** Your password requires a minimum of seven letters and one number. Re-enter your password in the Confirm Password field.

**Security Question Answer:** An authentication measure used to protect your account. Select your question from the drop-down menu. Enter your answer in the Answer field. Your answer does not have to reflect the question.

## Web Portal Notifications

If you have chosen to be notified of any alerts (My Account > Notification Settings), they will appear at the top of your webpage under the Main Navigation bar. Click on the down arrow on the right of the Notifications bar to see all of your notifications.



**Red Notifications:** These are generated by the City of Santa Clara to announce emergencies.

**Orange Notifications:** These are generated by My Utilities Account when customer-defined thresholds have been exceeded.

**Green Notifications:** These are generated by the City of Santa Clara regarding general information.

## Account Info

### Electric Meter Reading History

Select a reporting period by using either the Filter by year or Filter by date range options. Your electric meter reading history will appear according to your search criteria. View in table or graph format by clicking the Table or Graph tab. Print the results or export the data to Excel by clicking on the icons in the top right hand corner.

#### Electric Meter Reading History

Filter by year  
2015

Filter by date range  
From To

Table

Graph

Meter Number	Read Date	Current Read	Previous Read	Days	Read Type	Usage	Unit Measure	Time of Use
0000067467	01-23-2015	36741	36087	35	RADIO READ	654.00	kWh	
0000067467	02-24-2015	37245	36741	32	RADIO READ	504.00	kWh	
0000067467	03-25-2015	37644	37245	29	RADIO READ	399.00	kWh	
0000067467	04-23-2015	38022	37644	29	RADIO READ	378.00	kWh	
0000067467	05-26-2015	38526	38022	33	RADIO READ	504.00	kWh	
0000067467	06-23-2015	38998	38526	28	RADIO READ	472.00	kWh	
0000067467	07-22-2015	39553	38998	29	RADIO READ	555.00	kWh	

Page 1 of 1

View 1 - 7 of 7

*Note: Unbilled electricity consumption has not been loss-adjusted and may contain estimated data.*



## Water Meter Reading History

Select a reporting period by using either the Filter by year or Filter by date range options. Your water meter reading history will appear according to your search criteria. View in table or graph format by clicking the Table or Graph tab. Print the results or export the data to Excel by clicking on the icons in the top right hand corner.

### Water Meter Reading History

Filter by year

2015

Filter by date range

From

To

Table

Graph

Meter Number	Read Date	Current Read	Previous Read	Days	Read Type	Usage	Unit Measure
8230264	01-23-2015	9756	9751	32	METER READ	5.00	F
8230264	02-24-2015	9760	9756	32	METER READ	4.00	F
8230264	03-25-2015	9765	9760	29	METER READ	5.00	F
8230264	04-24-2015	9774	9765	30	METER READ	9.00	F
8230264	05-26-2015	9791	9774	32	METER READ	17.00	F
8230264	06-24-2015	9807	9791	29	METER READ	16.00	F
8230264	07-23-2015	9828	9807	29	METER READ	21.00	F

1

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Page 1 of 1

View 1 - 7 of 7

*Note: Unbilled water consumption has not been loss-adjusted and may contain estimated data.*

## Service Orders

### Service Order History

To view past service orders, use the Order Period drop-down menu or select Previous Year or Next Year.

**NOTE:** You may also create a new Order or View / Edit an existing order by clicking on the appropriate button.

Service Order History

Order Period

Show All

< Previous Year | Next Year >

Based on your service providers configuration settings you may be limited to view and configure certain service orders

You can configure to receive notifications for status updates by selecting a row from the table below and clicking on the 'View / Edit' button.

Date Scheduled	Call Type	Call Number	Order Number	Status	Notification Enabled	Description
10-02-2015	OTHER	1683627	834377	COMPLETED	false	Other Inquiries
09-30-2015	GARBCH	1683626	834376	COMPLETED	false	Garbage Cart Changes

<<

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Page 1 of 1

View 1 - 2 of 2

Create Order

View / Edit

## Create Service Order

To request service, click on the Create Order button. You will then be taken to the Create Service Order form. Select the appropriate subject from the Order Type drop-down menu:

Automatic Payment Cancel	Other Inquiries
Billing Inquiries	Stop Service
Garbage Cart Changes	Green Power Inquiries
Move Within Santa Clara	

Your first and last names are auto-populated in the First Name and Last Name fields.

In the Date Scheduled field, choose an available service date.

Enter the details of your inquiry in the Comments field and click on the “Submit” button to send. A dialogue box will open with the message: “Your service order was created successfully.” Click on the “OK” button to close.

You’ll be taken back to your Service Order History page and you’ll see your service order listed.

Order Type

Billing Inquiries

***Please note:** All fields marked with a red asterisk \* are mandatory and must be completed to process your request. All service orders will be processed the next business day.*

First Name: \*

Last Name: \*

Date Scheduled: \*

Comments

Please use the following fields for additional comments. (i.e. special instructions, or arrangements)

Submit


Cancel

## Billing

### e-Billing

To change your bill delivery preference, click on the button underneath your desired billing method and click the Submit button. One or more message boxes will appear confirming your change. Click “OK” to confirm your change and complete the process.


E-Billing


**You are currently enrolled to receive paperless billing**

**Paperless Billing**  
You will receive monthly email notifications sent to *katbates.test2@gmail.com* advising you that your bill is ready  
☒

**Paperless and Paper Billing**  
You will receive monthly email notifications sent to *katbates.test2@gmail.com* as well as paper bills mailed to your mailing address  
☐

**Paper Billing**  
Your bills will be mailed to your mailing address each month  
☐


**A GREEN NOTE**  
Updating your bill delivery preference to e-Billing can have a positive impact on the environment while saving time and money.

**Signing up for e-Billing**  
You should begin receiving your e-Bill by the next billing cycle.



**Attention Net Metering Customers**  
The e-Billing option is not available to you at this time. We hope to offer it in the near future.

**Changing your e-Billing Preference**  
To change your e-Billing preferences in the future, select your preferred “Billing” option from one of the three choices above, and click on “Submit” to confirm your change.

Submit

## Balance History

Your Balance History displays your past billing amount and payments made. You can filter this information by year, date range, or by 'Billing' or 'Credit' transaction types. You can also print out the results or export the data to Excel (in CSV format).

Balance History			
Filter by year 2015	Filter by date range From To	Transaction Type ALL	 
<div>Table Graph</div>			
Date	Description	Amount	Balance
08-25-2015	PENDING WEB PAYMENT	(\$50.00)	\$166.12
07-24-2015	REGULAR BILLING	\$216.12	\$216.12
07-14-2015	LOCKBOX MAIL	(\$177.55)	\$0.00
06-25-2015	REGULAR BILLING	\$177.55	\$177.55
06-09-2015	LOCKBOX MAIL	(\$185.06)	\$0.00

## Billing History

In Billing History, you will find your billing totals and billing dates. You can view this in table or graph format and filter by year or date range. You can also print or export the data to Excel (in CSV format).

Billing History				
Filter by year		Filter by date range		
2015		From To		
Table		Graph		
Billing Date	Brought Forward	Bill Amount	Bill Total	Description
07-24-2015	\$0.00	\$216.12	\$216.12	REGULAR BILLING
06-25-2015	\$0.00	\$177.55	\$177.55	REGULAR BILLING
05-27-2015	\$0.00	\$185.06	\$185.06	REGULAR BILLING
04-27-2015	\$0.00	\$140.05	\$140.05	REGULAR BILLING
03-27-2015	\$0.00	\$127.29	\$127.29	REGULAR BILLING
02-25-2015	\$0.00	\$135.66	\$135.66	REGULAR BILLING
01-26-2015	\$0.00	\$153.31	\$153.31	REGULAR BILLING
Page 1 of 1				View 1 - 7 of 7

## Automated Payments

The City of Santa Clara offers a number of convenient bill payment options for our utility customers. Automated payments can be set up from either your credit card or checking account, which will save you time and avoid late fees, by ensuring that your monthly utility bill is automatically paid on its due date.

To enroll in our Automated Credit Card payment program:

1. Under the Billing menu, choose 'Automated Payments'
2. Under the 'Pick your plan' tab, check the 'Pre-Authorize' check box.
3. Under the 'Credit card enrollment' tab, ensure that the 'Credit card plan' button is selected.
4. Type in the following information:
  - Card Holder Name: Type your name exactly as it appears on your credit card
  - Credit Card Type: Choose Visa, MasterCard, Discover, or AMEX from the drop down menu, as appropriate.
  - Card Number: Enter your credit card number exactly as it appears on your credit card.
  - Expiration Date: Select Month and Year from the drop down menus, corresponding to your credit card expiration date.



- CVV/CSC: The 3 or 4 digit security code on the front or back of your card, depending on your card type.
  - Address: Enter your credit card billing address.
  - Address 2: Optionally, you may add a second address line.
  - City: Enter the City for your credit card billing address.
  - State/province: From the drop-down menu, select the State for your credit card billing address.
  - Zip/postal code: Enter the zip code for your credit card billing address.
5. After reading the Terms and Conditions, check the 'I agree' box.
  6. Click the 'Create Plan' button to complete your Automatic Credit Card payment program enrollment.
  7. A confirmation message will appear. Click the 'OK' button.

Pick your plan	
Pre-Authorize Payments <input checked="" type="checkbox"/>	

Credit card enrollment

Credit card plan

Card Holder Name (as it appears on the card) \*

Credit Card Type \* Select a credit card

Card Number \*

Expiration Date \* Month / Year

CVV/CSC \*

Address \*

Address 2

City \*

State/province \* Select an option

ZIP/postal code \*

**YOU MUST ACKNOWLEDGE THE TERMS AND CONDITIONS**  
I authorize the City of Santa Clara to charge my utility payments to the credit card account or instruct my bank / credit union to deduct utility payments from the checking account listed above. For credit card payments, I will promptly notify the City when the expiration date changes or the credit card becomes invalid (i.e. fraud.) For checking accounts, I will promptly notify the City if my account is closed or changed.  
If at anytime I decide to discontinue this payment service, I will notify the City of Santa Clara Municipal Services at the address listed in the footer at bottom of this page or call a customer service representative, 408-615-2300. I understand there is a fee for declined payments. This fee is listed in the Municipal Fee Schedule.

☒ I agree

Create Plan

## Editing Your Existing Automated Payment Plan

1. Click on 'Edit payment plan'
2. Your existing Automated Payment Plan will appear.
3. To change the credit card or bank information associated with your automated payments, follow either the Automated Credit Card or Automated Checking Account instructions as listed above.
4. After reading the Terms and Conditions, check the 'I agree' box.
5. Click the 'Update Plan' button to complete your automated payment change.
6. A confirmation message will appear. Click the 'OK' button.

**YOU MUST ACKNOWLEDGE THE TERMS AND CONDITIONS**

I authorize the City of Santa Clara to charge my utility payments to the credit card account or instruct my bank / credit union to deduct utility payments from the checking account listed above. For credit card payments, I will promptly notify the City when the expiration date changes or the credit card becomes invalid (i.e. fraud.) For checking accounts, I will promptly notify the City if my account is closed or changed.

If at anytime I decide to discontinue this payment service, I will notify the City of Santa Clara Municipal Services at the address listed in the footer at bottom of this page or call a customer service representative, 408-615-2300. I understand there is a fee for declined payments. This fee is listed in the Municipal Fee Schedule.

☒ I agree

Update Plan Cancel

## Deposit Information

If you have paid a deposit on your utility account, it will be listed here along with any interest accrued.

## View Bill

To view a bill, chose the date from the Bill Date drop-down menu. The bill you select will appear as a PDF in a new window. You can view up to eighteen months of bills. If you would like a copy of an older bill, please contact us at 408-615-2300.

**View Bill**

Bill Date  
Choose A Date... ▼

Please pick a date to see the bill. Please note that bills will display in a new window. Ensure you do not have pop-ups blocked or disabled in your browser.

Bills are available for the most recent eighteen month period. Additional information can be found on the back of your printed bill. [View Bill](#)

## Pay My Bill

### Making A One-Time Payment

1. From the top menu bar, click on Pay My Bill
2. The 'Pay Amount' and 'Personal Information' sections will automatically populate with your account information.
3. If you wish to pay a different amount than what is listed in the 'Pay Amount' box, or if you wish to update any of your personal information, edit these fields accordingly.
4. Enter your credit card information.
  - a. Credit Card Type: Choose Visa, MasterCard, Discover, or AMEX from the drop down menu, as appropriate.
  - b. Credit Card Number: Enter your credit card number exactly as it appears on your credit card.
  - c. Credit Card Expiration: Select Month and Year from the drop down menus, corresponding to your credit card expiration date.
  - d. CVV/CSC: The 3 or 4 digit security code on the front or back of your card, depending on your card type.
5. Click the 'Submit' button to complete your one-time payment.
6. A confirmation page will appear confirming your payment. In addition, you will receive a payment confirmation email for your records.

7. Click 'Done' to return to the Pay My Bill page or click 'Print' to print your payment confirmation.

Pay My Bill

*The City of Santa Clara relies upon CyberSource, a third-party service provider, for online payment processing. There is no charge for this service. Once you have made a payment, you will receive a payment reference number for your records.*

*This payment will be reflected on your account within the next two business days.*

**AUTOMATIC PAYMENTS:** You can set up automatic payments on your account. Read more: > [Help/More Info](#) > [Featured](#) > [How to Set Up Automatic Payments](#).

Payment Information

Pay Amount: \$

**Personal Information**

Name: \*   
Please enter your full name, exactly as it appears on your credit card.

Address 1: \*

Address 2 (optional) :

City: \*

State/Province: \*

Zip/Postal code: \*  ⓘ

Email Address: \*

**Credit Card Information**

Credit Card Type: \*

Credit Card Number: \*  ⓘ

Credit Card Expiration: \*  /

CVV/CSC: \*  ⓘ

Submit

## Help / More Info

### **The Library**

Help information is stored in the Library. From “How to Read Your Bill” to this User Guide, we supply helpful information to make your experience with us as easy as possible.

Also stored in the Library are “Mission City Scenes” and monthly bill inserts. Even if you are on paperless billing, you still have access to all the information customers receive when they are signed up for the “paper only” billing option.